

Message

From: mdx.techsupp=thomsonreuters.com__3gf2n1o2lzmxc1@vv078hus9dd8bbsp.dcpt0rgn60kamtod.9azgd.0hedieay.0.bnc.sal
esforce.com
[mdx.techsupp=thomsonreuters.com__3gf2n1o2lzmxc1@vv078hus9dd8bbsp.dcpt0rgn60kamtod.9azgd.0hedieay.0.bnc.sal
esforce.com]
on Customer Support [mdx.techsupp@thomsonreuters.com]
behalf
of
Sent: 4/27/2011 8:12:11 PM
To: james.hanchett@state.ma.us [James.Hanchett@state.ma.us]
Subject Thomson Reuters Healthcare Case # [REDACTED]
t:



Case Number: [REDACTED]
Date Closed: 4/27/2011

Description:

Our subscription expires in 10 days. We have not received a new one.
Could you please check on this? Customer ID is [REDACTED] Thanks, Jim

Solution:

Looking under the ID [REDACTED] no subscription comes up. Upon researching, I come up with your contact information under the facility of Western Massachusetts Public Health Center. That subscription is not a standalone but an Internet subscription that is current through 1-14-2012. This subscription does not have CD standalone back up.

If you need further assistance, please contact technical support at 1-877-843-6796, state Micromedex, option 3.

Customer Resource Center
Healthcare

Thomson Reuters
1-877-843-6796 Speak product name, follow the voice prompts
1-651-244-4000 Option 3 Technical Support

For online technical support, including Knowledge Base Articles, FAQs, System Requirements, and Technical Documentation, please visit our support site at:
<http://clinical.thomsonhealthcare.com/support>.

For Electronic support, please use our on-line request forms
<http://clinical.thomsonhealthcare.com/request/>

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